

PROJECT H.O.M.E.
Job Description

Revision Date: September 2012

Job Title: The Philadelphia Alliance for Supportive Services for Veteran Families SSVF Case Manager

DUTIES AND RESPONSIBILITIES:

The primary responsibilities of the PASSVF CTI Case Manager are to provide case management services and support as defined by the best practice, critical time intervention to veteran families enrolled in the PASSVF program. These services will be provided to eligible Veteran families with histories of homelessness who move into permanent supportive housing programs operated by Project H.O.M.E. and/or other community PSH sites. This position will provide support to individuals in various locations, with the focus on assisting the individual to settle into his/her new home and neighborhood, linking with available and desired community resources and ensure connections with treatment and other service providers are made.

CTI Case Management

1. Establish ongoing relationships with eligible Veteran families on your caseload
2. Conduct assessment in areas of housing, behavioral and primary healthcare, social supports, parenting/childcare needs, skills required for successful tenancy, employment; make related, referrals; and provide follow-up services to individuals in appropriate treatment and social service needs are met, including the PVMSEC for legal services offered by the Housing Advocacy Project, credit repair services offered by Clarifi, and the VAMC for needed primary and behavioral healthcare services..
3. Provide case management and other support services that ensure services linkages are maintained and that promote successful housing tenancy.
4. Work with individual and/or families to reach identified goals emphasizing transitioning into permanent supportive housing, attaining housing stability; and self-determination, responsibility and respect.
5. Work with individuals, family members and service providers to maximize support and facilitate transition to long term case management and other support services for when CTI case management ends.
6. Record all client information in ETO database as per Data Quality Plan
7. Conduct on-going Outreach to veterans in the Project H.O.M.E. community and refer eligible veterans to the program and other eligible service referrals

Project H.O.M.E. reserves the right to revise or change job duties and responsibilities as needed. This job description is not meant to be an all inclusive statement of the duties and responsibilities of the job nor does it constitute a written or implied contract.

IMMEDIATE SUPERVISOR (S): PASSVF Program Coordinator

INTERNAL/EXTERNAL CONTACTS:

The work of Project H.O.M.E. is rooted in our strong spiritual conviction of the dignity of each person. As such, we strive to function as a community of individuals who demonstrate respect, courtesy, dignity, support and care for all people.

Our community of care extends to homeless persons, residents, vendors, consumers, staff, outside agencies and all people who enter our dwelling places. Thus, we work to avoid making assumptions and generalizations about people. We demonstrate and foster respect for cultural differences. We believe in our ability to listen and learn from one another.

Specifically, building community for Case Manager means:

1. Receiving and responding to work tasks in a courteous and timely fashion.
2. Meet and greet visitors, residents, other staff and co-workers in a polished and welcoming manner.
3. Intentionally maintaining open dialogue and verbal/written communication to eliminate chaos, confusion, and misunderstanding.
4. Strives to put others at ease and communicate in ways they can understand.
5. Develops and maintains smooth, cooperative working relationships with others.
6. Encourages open expression of ideas and opinions.

Additionally, all staff are responsible for the following:

1. Commitment to the mission of Project H.O.M.E.
 2. Work at establishing a base of trust with each outreach client/consumer.
 3. Develop good working relationships among community and staff.
 4. Continue to learn about mental illness, addictions, and dually diagnosed residents.
 5. Accept individuals "where they are at" while working to assist them.
 6. Observe confidentiality, privacy, and dignity of each consumer.
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EDUCATIONAL REQUIREMENTS: BA, BSW or related degree

EXPERIENCE REQUIREMENTS:

- Knowledge & sensitivity of working with people with mental illness, dually diagnosed and/or in recovery
 - Experience working with homeless persons;
 - Ability to engage persons and develop rapport with complex needs in conversation
 - Dedication to assisting others while fostering their self-esteem and dignity
 - Excellent verbal & written communication skills
 - Good computer skills (Microsoft Office Applications)
 - Strong organizational writing and interpersonal skills
 - A willingness to listen and respond to others with compassion
 - Must have valid Drivers License
 - Experience with the mental health system in Philadelphia is preferred.
 - Prior case management experience is preferred
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PHYSICAL DEMANDS: Able to climb Stairs and occasional lifting when necessary

WORKING HOURS: Monday – Friday and some weekends as needed

Total: 40 hours a week

Alternate on call pager for weekends. Hours vary based on program needs.

Prepared by: P. Holland and M. Berkey-Gerard

Approved by:

Date: June 2010